

CITY OF CALIFORNIA CITY

JOB DESCRIPTION

**POLICE DISPATCH/CLERK I**

2002

Position Control No. 54-2002

**EMPLOYMENT**

**CLASSIFICATION:** Classified

**DEPARTMENT:** Police Department

**REPORTS TO:** Admin. Lt.

**PURPOSE/OBJECTIVE OF JOB:** To receive and transmit routine and emergency telephone and radio voice messages, dispatch assignments according to established police and fire procedures, operate various telecommunications center equipment and provide clerical and record keeping services to the Police Department as listed below.

**LEVEL OF SUPERVISION REQUIRED:** Moderate to limited

**SUPERVISORY RESPONSIBILITIES:** None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

(NOTE: All duties are considered essential because of the limited number of positions in this class. Reasonable accommodations may be made in order to enable individuals with disabilities to perform the essential functions.)

1. Receive and evaluate 9-1-1, police and fire emergency and business calls, transfers to appropriate party.
2. Dispatch police and fire units to emergency and non-emergency locations.
3. Handle inquiries and complaints from the public regarding services.
4. Operate computer consoles for call input, dispatching and continuous update of suspect information and officer locations.
5. Enter call information in written and computer-based formats.
6. Operate multi-channel radio systems, log and fill out call form, monitor other channels while maintaining radio traffic on main channels.
7. Maintain radio contact with mobile and portable units.
8. Recognize units from other agencies and assist them with City units or supply requested information.

9. Respond to officer-initiated radio traffic requests and disseminate suspect information.
10. Handle other after-hours phone lines, act as receptionist on all shifts.
11. Prepare a daily report of crime information collected.
12. Process documents for submission to courts and/or for property forfeiture, organize and prepare court packages and forfeiture tracking documentation.
13. Organize and maintain departmental records and files.
14. Receive and answer teletypes and maintain record of teletypes received.
15. Confer with other agencies to secure or provide a variety of information.
16. Enter and retrieve information on an on-line or personal computer system, obtain and review computer print-outs for various law enforcement activities.
17. Check files for criminal records of subjects for authorized personnel.
18. Retrieve and make copies of accident, crime and arrest reports, and provide copies of reports to authorized parties.

#### **MINIMUM QUALIFICATIONS:**

1. Ability to type at a corrected rate of 35 words per minute.
2. High school graduate or equivalent.
3. One year clerical experience involving frequent public contacts preferred.
4. Possession of Post Basic Dispatcher and Department of Justice CLETS/CJIS operator certifications within 2 years of hire as an Emergency Dispatcher.
5. Must be able to pass a background investigation and physical exam.

#### **ESSENTIAL POSITION REQUIREMENTS:**

Knowledge of:

1. Terminology used in police and related emergency radio and telephone communications.
2. Operation of communication equipment including telephone, radio, paging, computer and related systems.
3. Basic record keeping principles and practices.
4. Standard office equipment, including computerized equipment and typewriters.

Ability to:

1. Memorize codes, names, locations and other detailed information.
2. Assess and prioritize emergency situations.
3. Attend to multiple activities and sources of input simultaneously.
4. Obtain information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand.
5. Remain calm and exercise rapid and sound judgment in stressful and emergency situations.

6. Communicate tactfully and effectively with the public, public safety personnel and others.
7. Operate complex radio, telephone and 9-1-1 systems simultaneously.
8. Learn City dispatching codes, policies, procedures and equipment.
9. Work evening, night, weekend, and holiday shifts on a rotating basis.
10. Be called back or held over to maintain minimum staffing levels.
11. Perform clerical duties, including record keeping, maintaining office records and files.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

Strength: See attached work profile CA RU-91.

Ability to: Reach, turn, move from one location to another.

Speak clearly and correctly, sit, hear, handle. Visual acuity (near 20 inches, far over 20 ft.) Perform one or more of the following functions simultaneously.

**MARGINAL PHYSICAL REQUIREMENTS:**

Ability to stand, walk, kneel, crouch, stoop, handle. Accommodations may be made in this position.

**ENVIRONMENTAL CONDITIONS TO WHICH EXPOSED:**

Moderate noise intensity level.

ADA/EEOC Job Description

Approved by City Council December 17, 2002